

## Electronic Patent Application Fee Transmittal

|   |   |                 |               |                             |
|---|---|-----------------|---------------|-----------------------------|
| <b>Application Number:</b>              | 10826160                                    |                 |               |                             |
| <b>Filing Date:</b>                     | 15-Apr-2004                                 |                 |               |                             |
| <b>Title of Invention:</b>              | Mining service requests for product support |                 |               |                             |
| First Named Inventor/Applicant Name:    | Hua-Jun Zeng                                |                 |               |                             |
| <b>Filer:</b>                           | Brian Gerard Hart/LeAnn Sassman             |                 |               |                             |
| <b>Attorney Docket Number:</b>          | MS1-1892US                                  |                 |               |                             |
| Filed as Large Entity                   |   |                 |               |                             |
| <b>Utility      Filing Fees</b>         |   |                 |               |                             |
| <b>Description</b>                      | <b>Fee Code</b>                             | <b>Quantity</b> | <b>Amount</b> | <b>Sub-Total in USD(\$)</b> |
| <b>Basic Filing:</b>                    |   |                 |               |                             |
| <b>Pages:</b>                           |   |                 |               |                             |
| <b>Claims:</b>                          |   |                 |               |                             |
| <b>Miscellaneous-Filing:</b>            |   |                 |               |                             |
| <b>Petition:</b>                        |   |                 |               |                             |
| <b>Patent-Appeals-and-Interference:</b> |   |                 |               |                             |
| Post-Allowance-and-Post-Issuance:       |   |                 |               |                             |
| <b>Extension-of-Time:</b>               |   |                 |               |                             |
| Extension - 1 month with \$0 paid       | 1251  | 1               | 120           | 120                         |

| Description                             | Fee Code | Quantity | Amount | Sub-Total in USD(\$) |
|---|----------|----------|--------|----------------------|
| Miscellaneous:                          |          |          |        |                      |
| Submission- Information Disclosure Stmt | 1806     | 1        | 180    | 180                  |
| Total in USD (\$)                       |          |          |        | 300                  |